

Job Title: SVP, Market Leader

Location: Boston, MA

Job Summary

The Market Leader will have ultimate responsibility for managing the client/clients relationship and for driving revenue growth. The role of the Market Leader is like that of the quarterback – i.e., they will work with the IKS leadership team, design and development team, delivery team, implementation team, marketing team, and so on, to make sure we grow our relationship and drive new revenue. The Market Leader is both the custodian of the client relationship as well as a representative of the IKS leadership team in engaging with the client.

The Market Leader will be assisted by, and will supervise, senior managers that are dedicated to the Client engagement.

The Market Leader will work closely with their counterparts on the delivery organization, who have ultimate responsibility to ensure that delivery meets or exceeds client expectations, to identify issues impacting delivery, to ensure that these issues are being managed effectively, and to work with appropriate client executives for help required.

The Market Leader will also work closely with the IKS leadership team, for overall strategy and direction, as well as to manage relationships with certain C-level leaders, for strategy relating to revenue growth and profitability, negotiating critical contracts, Clinical services and Revenue Cycle services.

Key Responsibilities

The Market Leader will be responsible for the following –

- Managing IKS relationship with the client and its various entities
- Identifying and growing new revenue opportunities for IKS from various Client entities
- Build and develop relationships with key C-level leaders (CEO, CFO, CMO, COO, CMIO, etc.) across Client and various Client entities
- Work with the IKS delivery teams ensure that our work meets and exceeds client expectations
- Supervise a team of senior professionals dedicated to the Client engagement

Qualification

- More than 10 years of leadership or management consulting experience in US Healthcare.
- Clinical Background as physician, pharmacist, or nurse highly desired
- Hands-on exposure to electronic health records (EHR)
- Experience in managing C-level client relationships in healthcare
- Strong understanding of healthcare trends, especially with physician groups and/or health systems
- Excellent inter-personal skills and the ability to build and nurture relationships
- Problem solving ability, especially in an innovative and complex environment
- Strong conceptual skills, including the ability to understand client needs/problems, devise solutions that address client needs, present the solution to the clients, advise them to understand how the solution helps them meet their goals, and inspire them with the vision behind your solution
- Self-driven and proactive
- Ability to multi-task and prioritize issues in a complex environment
- Ability to travel extensively as needed
- Bachelor's degree
- Excellent organization, motivation, leadership, and interpersonal skills

Performance Metrics

Performance of the Market Leader will be evaluated primarily on three dimensions –

- Revenue growth (versus budgeted revenue)
- Gross margin (i.e. operations profitability)
- Customer satisfaction

IKS Health offers a comprehensive benefits package including medical, dental, vision, life insurance, long-term and short-term disability, AD&D, etc. For additional information please reach out to **Hema Mehta** at [**hema.mehta@ikshealth.com**](mailto:hema.mehta@ikshealth.com)